

Docket No.: CE11527JDP

□

Please a plus sign (+) inside this box.

Substitute for form 1449A (07-01)		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	10/743,513
		Filing Date	12/19/03
		First Named Inventor	PRAVEENKUMAR, SANIGEPA L ET AL.
		Group Art Unit	N/A 2684
		Examiner Name	N/A <i>[Signature]</i>
Sheet	1	of	1
		Attorney Docket No.	CE11527JDP

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature	<i>Sam Hamill</i>	Date Considered	10/5/05.
-----------------------	-------------------	--------------------	----------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.

**Unique citation designation number. *See Kinds of U.S. Patent Documents. *Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). * For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. *Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. * Applicant is to place a check mark here if English Language Translation is attached.*

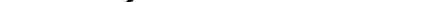
1

Please type a plus sign (+) inside this box.

Please type a plus sign (+) inside this box.			
Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		<i>Complete if Known</i>	
		Application Number	
		Filing Date	
		First Named Inventor	Sanigepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	
		Attorney Docket No.	CE11527JDP

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	10/5/05
-----------------------	---	--------------------	---------

~~EXAMINER: Initial references considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.~~

¹Unique citation designation number. ²See Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English Language Translation is attached.



Please type a plus sign (+) inside this box.

Substitute for form 1449A/PTO		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	
		Filing Date	
		First Named Inventor	Sanigepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	
		Attorney Docket No.	CE11527JDP

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ¹
<i>JHJ</i>		RouteScience, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html , 12/11/03	
<i>JHJ</i>		Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html , 2pages	
<i>JHJ</i>		"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu-norddanmark.dk/download/IST%20012%20MultiModal_Interfaces ,	
<i>JHJ</i>		"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002,	

Examiner Signature	<i>Mark Harry JH</i>	Date Considered	10/5/05
--------------------	----------------------	-----------------	---------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.

* Unique citation designation number. *Applicant is to place a check mark here if English Language Translation is attached.